

DTS Enterprise Incident Report

As of 8/1/2011

Governor's Office

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

| Customer Company | Top Number - Total Incidents Bottom Number - First Contact Resolution | | |
|------------------------|--|-----|-----------|
| | High | Low | FCR Total |
| Governor's Office | 4 | 50 | 54 |
| | 4 | 37 | 41 |
| Customer Company Total | 4 | 50 | 54 |
| | 4 | 37 | 41 |

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Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Initial Response

| Customer Company | High | Low | MIR Total |
|-------------------------------|--------|---------|-----------|
| Governor's Office | 4 0 | 50 2 | 54 2 |
| Customer Company Total | 4 0 | 50 2 | 54 2 |

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Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Top Number - Total Incidents

Bottom Number -Average time in hours

| Customer Company | High | Low | ATTIR Total |
|-------------------------------|-----------|------------|-------------|
| Governor's Office | 4 0.00 | 50 0.20 | 54 0.19 |
| Customer Company Total | 4 0.00 | 50 0.20 | 54 0.19 |

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Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Resolution

| Customer Company | High | Low | MR Total |
|------------------------|--------|---------|----------|
| Governor's Office | 4 0 | 50 0 | 54 0 |
| Customer Company Total | 4 0 | 50 0 | 54 0 |

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Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Top Number - Total Incidents

Bottom Number - Average time in hours

| Customer Company | High | Low | ATTR Total |
|-------------------------------|-------------|------------|-------------------|
| Governor's Office | 4 0.00 | 50 0.50 | 54 0.46 |
| Customer Company Total | 4 0.00 | 50 0.50 | 54 0.46 |

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Detail

| | | | | | | | |
|------------------------|-------------------------|------------------|-------------------|------|--------|-----------------|-----------|
| INC000000340580 | Jerriann Ernstsens | PC/Laptop | Performance | None | | TIR Missed: No | TIR: 0.49 |
| | Metro B Desktop Support | Bill Crowther | Governor's Office | Low | Closed | TTR Missed: No | TTR: 2.99 |
| INC000000341063 | Sherry Childers | Network | Incident | None | | TIR Missed: No | TIR: 0.88 |
| | Capitol Desktop Support | Scott Wunderlich | Governor's Office | Low | Closed | TTR Missed: No | TTR: 3.75 |
| INC000000341110 | Nancy Grisel | None | None | None | | TIR Missed: No | TIR: 0.23 |
| | Capitol Desktop Support | Chad Poll | Governor's Office | Low | Closed | TTR Missed: No | TTR: 0.29 |
| INC000000341266 | Colene Tucker | None | None | None | | TIR Missed: No | TIR: 0.00 |
| | Capitol Desktop Support | Chad Poll | Governor's Office | Low | Closed | TTR Missed: No | TTR: 0.00 |
| INC000000341269 | John Bennett | None | None | None | | TIR Missed: No | TIR: 0.00 |
| | Capitol Desktop Support | Chad Poll | Governor's Office | Low | Closed | TTR Missed: No | TTR: 0.00 |
| INC000000341680 | Cheralyn Anderson | PC/Laptop | Error | None | | TIR Missed: No | TIR: 0.00 |
| | Metro B Desktop Support | Bill Crowther | Governor's Office | Low | Closed | TTR Missed: No | TTR: 0.00 |
| INC000000342075 | Pamela Blackham | None | None | None | | TIR Missed: No | TIR: 0.00 |
| | Capitol Desktop Support | Chad Poll | Governor's Office | High | Closed | TTR Missed: No | TTR: 0.00 |
| INC000000342081 | Kamron Dalton | None | None | None | | TIR Missed: No | TIR: 0.00 |
| | Capitol Desktop Support | Chad Poll | Governor's Office | Low | Closed | TTR Missed: No | TTR: 0.00 |
| INC000000342120 | Pamela Blackham | PC/Laptop | Hardware | None | | TIR Missed: No | TIR: 0.00 |
| | Capitol Desktop Support | Chad Poll | Governor's Office | High | Closed | TTR Missed: No | TTR: 0.00 |
| INC000000342600 | Nancy Grisel | None | None | None | | TIR Missed: No | TIR: 0.00 |
| | Capitol Desktop Support | Chad Poll | Governor's Office | Low | Closed | TTR Missed: No | TTR: 0.00 |
| INC000000342604 | John Bennett | None | None | None | | TIR Missed: No | TIR: 0.00 |
| | Capitol Desktop Support | Chad Poll | Governor's Office | Low | Closed | TTR Missed: No | TTR: 0.00 |
| INC000000343134 | Becky Bruso | None | None | None | | TIR Missed: No | TIR: 0.00 |
| | Capitol Desktop Support | Chad Poll | Governor's Office | Low | Closed | TTR Missed: No | TTR: 0.00 |
| INC000000343155 | Samantha Julian | None | None | None | | TIR Missed: No | TIR: 0.51 |
| | Metro B Desktop Support | Bill Crowther | Governor's Office | Low | Closed | TTR Missed: No | TTR: 0.79 |
| INC000000343554 | Erin Hayde | Network | None | None | | TIR Missed: No | TIR: 0.10 |
| | Security | Sharon Smith | Governor's Office | Low | Closed | TTR Missed: No | TTR: 2.30 |
| INC000000343969 | Erin Hayde | Network | Password | None | | TIR Missed: No | TIR: 0.00 |
| | Metro B Help Desk | Val Shepherd | Governor's Office | Low | Closed | TTR Missed: No | TTR: 0.14 |
| INC000000343978 | Cheralyn Anderson | PC/Laptop | None | None | | TIR Missed: Yes | TIR: 1.71 |
| | Metro B Desktop Support | Anthony Booyse | Governor's Office | Low | Closed | TTR Missed: No | TTR: 1.97 |

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|-------------------------|-------------------|---------------------|-------------|--------------------------------|----------------|----------------|-----------|
| INC000000344253 | Sherry Childers | None | None | None | | TIR Missed: No | TIR: 0.00 |
| Security | Sharon Smith | Governor's Office | Low | Closed | TTR Missed: No | TTR: 0.19 | |
| INC000000344413 | Connie Wettlaufer | PC/Laptop | Performance | Microsoft Windows XP Professio | TIR Missed: No | TIR: 0.00 | |
| Capitol Desktop Support | Chad Poll | Governor's Office | Low | Closed | TTR Missed: No | TTR: 0.00 | |
| INC000000344418 | Evan Curtis | PC/Laptop | Hardware | None | TIR Missed: No | TIR: 0.00 | |
| Capitol Desktop Support | Chad Poll | Governor's Office | Low | Closed | TTR Missed: No | TTR: 0.00 | |
| INC000000344423 | Connie Wettlaufer | PC/Laptop | Error | None | TIR Missed: No | TIR: 0.00 | |
| Capitol Desktop Support | Chad Poll | Governor's Office | Low | Closed | TTR Missed: No | TTR: 0.00 | |
| INC000000344427 | Connie Wettlaufer | PC/Laptop | Performance | Microsoft Windows XP Professio | TIR Missed: No | TIR: 0.00 | |
| Capitol Desktop Support | Chad Poll | Governor's Office | Low | Closed | TTR Missed: No | TTR: 0.00 | |
| INC000000344875 | Denise Brems | Network | Password | None | TIR Missed: No | TIR: 0.00 | |
| Metro B Desktop Support | Bill Crowther | Governor's Office | Low | Closed | TTR Missed: No | TTR: 0.00 | |
| INC000000344880 | Alair Emory | Network | Password | None | TIR Missed: No | TIR: 0.00 | |
| Metro B Desktop Support | Bill Crowther | Governor's Office | Low | Closed | TTR Missed: No | TTR: 0.00 | |
| INC000000344881 | Bruce Miya | Network | Password | None | TIR Missed: No | TIR: 0.00 | |
| Metro B Desktop Support | Bill Crowther | Governor's Office | Low | Closed | TTR Missed: No | TTR: 0.00 | |
| INC000000344884 | Harold Cunningham | Network | Password | None | TIR Missed: No | TIR: 0.00 | |
| Metro B Desktop Support | Bill Crowther | Governor's Office | Low | Closed | TTR Missed: No | TTR: 0.00 | |
| INC000000344885 | Alexander Scott | Network | Password | None | TIR Missed: No | TIR: 0.00 | |
| Metro B Desktop Support | Bill Crowther | Governor's Office | Low | Closed | TTR Missed: No | TTR: 0.00 | |
| INC000000345088 | Cheralyn Anderson | Application | Error | Internet Explorer | TIR Missed: No | TIR: 0.90 | |
| Metro B Desktop Support | Bill Crowther | Governor's Office | Low | Closed | TTR Missed: No | TTR: 1.05 | |
| INC000000345155 | Nancy Neilson | None | None | None | TIR Missed: No | TIR: 0.00 | |
| Capitol Desktop Support | Chad Poll | Governor's Office | Low | Closed | TTR Missed: No | TTR: 0.00 | |
| INC000000345274 | Kamron Dalton | Application | None | Action Request System | TIR Missed: No | TIR: 0.00 | |
| Help Desk | Brenda Treadway | Governor's Office | Low | Closed | TTR Missed: No | TTR: 0.00 | |
| INC000000345356 | Fran Stultz | Print/Copy/Scan/Fax | None | None | TIR Missed: No | TIR: 0.00 | |
| Capitol Desktop Support | Chad Poll | Governor's Office | High | Closed | TTR Missed: No | TTR: 0.00 | |
| INC000000345423 | Pamela Blackham | None | None | None | TIR Missed: No | TIR: 0.00 | |
| Capitol Desktop Support | Chad Poll | Governor's Office | High | Closed | TTR Missed: No | TTR: 0.00 | |
| INC000000345524 | Scott Mecham | PC/Laptop | None | None | TIR Missed: No | TIR: 0.00 | |
| Capitol Desktop Support | Chad Poll | Governor's Office | Low | Closed | TTR Missed: No | TTR: 0.00 | |
| INC000000345602 | Joanne Slotnik | None | None | None | TIR Missed: No | TIR: 0.58 | |
| Help Desk | Eileen Dubach | Governor's Office | Low | Closed | TTR Missed: No | TTR: 0.58 | |

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|-------------------------|--------------------|-----------------|-------------------|--------------------|----------|-------------|-----|------|------|
| INC000000345603 | Kamron Dalton | None | None | None | | TIR Missed: | No | TIR: | 0.07 |
| Help Desk | | James Stearns | Governor's Office | Low | Closed | TTR Missed: | No | TTR: | 0.07 |
| INC000000345796 | Connie Wettlaufer | Network | Performance | None | | TIR Missed: | No | TIR: | 0.59 |
| Network Operations | | Jack Bridwell | Governor's Office | Low | Closed | TTR Missed: | No | TTR: | 0.97 |
| INC000000346525 | Jacob Belk | None | None | None | | TIR Missed: | No | TIR: | 0.00 |
| Capitol Desktop Support | | Chad Poll | Governor's Office | Low | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000346528 | Nancy Grisel | None | None | None | | TIR Missed: | No | TIR: | 0.00 |
| Capitol Desktop Support | | Chad Poll | Governor's Office | Low | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000346548 | Allan Hedberg | None | None | None | | TIR Missed: | No | TIR: | 0.00 |
| Capitol Desktop Support | | Chad Poll | Governor's Office | Low | Closed | TTR Missed: | No | TTR: | 0.00 |
| INC000000346849 | David Stringfellow | Telecom | Voice Mail | Avaya IP Softphone | | TIR Missed: | No | TIR: | 0.54 |
| Voice Operations | | Romanza Hamblin | Governor's Office | Low | Closed | TTR Missed: | No | TTR: | 0.64 |
| INC000000348793 | Samantha Julian | Telecom | Voice Mail | None | | TIR Missed: | No | TIR: | 0.02 |
| Voice Operations | | Romanza Hamblin | Governor's Office | Low | Resolved | TTR Missed: | No | TTR: | 1.40 |
| INC000000349254 | Chris Tallackson | Telecom | Voice Mail | Telephone | | TIR Missed: | No | TIR: | 0.53 |
| Voice Operations | | Romanza Hamblin | Governor's Office | Low | Resolved | TTR Missed: | No | TTR: | 0.91 |
| INC000000350607 | Samantha Julian | PC/Laptop | Hardware | None | | TIR Missed: | Yes | TIR: | 1.35 |
| Metro B Desktop Support | | Tom Hanson | Governor's Office | Low | Resolved | TTR Missed: | No | TTR: | 1.71 |
| INC000000352577 | David Hebertson | Mobile Devices | Error | None | | TIR Missed: | No | TIR: | 0.45 |
| Application Services | | Dustin Crump | Governor's Office | Low | Resolved | TTR Missed: | No | TTR: | 0.46 |
| INC000000352604 | Stefan Wilson | Network | Password | None | | TIR Missed: | No | TIR: | 0.00 |
| Metro B Desktop Support | | Bill Crowther | Governor's Office | Low | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000352609 | Samantha Julian | Application | Error | Novell GroupWise | | TIR Missed: | No | TIR: | 0.31 |
| Metro B Desktop Support | | Bill Crowther | Governor's Office | Low | Resolved | TTR Missed: | No | TTR: | 0.66 |
| INC000000352942 | Mary Lou Emerson | None | None | None | | TIR Missed: | No | TIR: | 0.00 |
| Capitol Desktop Support | | Chad Poll | Governor's Office | Low | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000352945 | Fran Fish | None | None | None | | TIR Missed: | No | TIR: | 0.00 |
| Capitol Desktop Support | | Chad Poll | Governor's Office | Low | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000353148 | David Stringfellow | None | None | None | | TIR Missed: | No | TIR: | 0.00 |
| Capitol Desktop Support | | Chad Poll | Governor's Office | Low | Resolved | TTR Missed: | No | TTR: | 0.00 |
| INC000000353573 | Samantha Julian | PC/Laptop | Hardware | None | | TIR Missed: | No | TIR: | 0.86 |
| Metro B Desktop Support | | Bill Crowther | Governor's Office | Low | Resolved | TTR Missed: | No | TTR: | 3.17 |
| INC000000354121 | Cuong Nguyen | None | None | None | | TIR Missed: | No | TIR: | 0.00 |
| Capitol Desktop Support | | Chad Poll | Governor's Office | Low | Resolved | TTR Missed: | No | TTR: | 0.00 |

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|------------------------|-------------------------|---------------|-------------------|------|----------|----------------|------|------|
| INC000000354225 | Alair Emory | Network | Password | None | | TIR Missed: No | TIR: | 0.00 |
| | Metro B Desktop Support | Bill Crowther | Governor's Office | Low | Resolved | TTR Missed: No | TTR: | 1.02 |
| INC000000354258 | Mary Lou Emerson | None | None | None | | TIR Missed: No | TIR: | 0.00 |
| | Capitol Desktop Support | Chad Poll | Governor's Office | Low | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000354826 | Becky Bruso | None | None | None | | TIR Missed: No | TIR: | 0.00 |
| | Capitol Desktop Support | Chad Poll | Governor's Office | Low | Resolved | TTR Missed: No | TTR: | 0.00 |
| INC000000354888 | Mary Lou Emerson | None | None | None | | TIR Missed: No | TIR: | 0.00 |
| | Capitol Desktop Support | Chad Poll | Governor's Office | Low | Resolved | TTR Missed: No | TTR: | 0.00 |